Code Compliance
District Realignment

Presented to: Quality of Life Committee
March 27, 2006
Mission

- Provide better Customer Service by:
  - Developing a process to integrate structural and field inspection districts
  - Realign Code Districts from 7 numbered districts to 9 directional districts
  - Align census tracts into areas within each district to enhance the CRMS auto-assignment process.
  - Establish a strategy for implementation by April 2006.
Customer Service
Efficiency/Effectiveness
Improvement Goals

- Equitable distribution of workload to inspectors
  - Balance workload across inspection staff to provide quicker response/better customer service
  - Reduce number of census tracts per inspector
  - Insure census tracts are contiguous for assigned inspector to reduce drive time

- Combine Field and Structural Units to enable 1 inspector to enforce both premise/zoning and structural ordinances
  - “1 stop” enforcement activities
  - Better customer service – 1 inspector per parcel
Assessment Conducted

- Feedback solicited from inspectors, managers, colleagues, executives, citizens, and DPD
- Multiple reports were used to study, scrutinize, and debate district jurisdiction
  - CRMS Reports
  - Crystal Reports
- Performed in depth census tract analysis
  - Utilized data from CRMS Reports
  - 3 year average was used as median for each district
- Maps were utilized to study jurisdictions, trends, and service request activity
- Council district alignment to code districts was also considered
Observations

- More dense caseloads were found in the center and southern regions of Dallas.
- Service request types were found to differ between the northern and southern regions of Dallas.
- The majority of structural cases fall in the southern sector of the city.
- Junk Motor Vehicle Pinwheel and the Premise Abatement Teams are City-Wide programs that should not be affected by this process.
Integration

- Research indicated that the target for each code district was a caseload between 8,000 and 9,000 cases.
- Census tracts were grouped to obtain the target number, which generated the geographical areas (new code district).
- Within each district, census tracts were grouped to form inspector areas to create an average caseload of 700-800 cases.
Code Identity

CURRENT CODE & COUNCIL
- District 1 (9, 10, 11, 12, 13)
- District 2 (2, 3, 6, 14)
- District 4 (2, 7, 9, 14)
- District 5A (1, 3, 4, 6, 7)
- District 5B (1, 3, 4, 5, 6, 8)
- District 6A (2, 4, 5, 7, 8)
- District 6B (4, 5, 7, 8)
- Structural East (1, 2, 3, 6, 11, 12, 13, 14)
- Structural West (4, 5, 7, 8, 9, 10)

PROPOSED CODE & COUNCIL
- North (6, 10, 11, 12, 13)
- East (2, 4, 5, 7, 9, 13, 14)
- Northeast (7, 9, 10, 11, 13, 14)
- West (1, 2, 3, 6, 14)
- Central (2, 6, 13, 14)
- South (5, 8, 4)
- South Central (1, 2, 3, 4, 7, 14)
- Southeast (4, 5, 7, 8)
- Southwest (1, 3, 4, 5, 6, 8)
## Proposed Resource Allocation

<table>
<thead>
<tr>
<th>Average Case Load</th>
<th>Inspector Allotment</th>
</tr>
</thead>
<tbody>
<tr>
<td>North - 8267</td>
<td>North - 12</td>
</tr>
<tr>
<td>East - 9212</td>
<td>East - 10</td>
</tr>
<tr>
<td>Northeast - 8295</td>
<td>Northeast - 12</td>
</tr>
<tr>
<td>West - 8528</td>
<td>West - 10</td>
</tr>
<tr>
<td>Central - 8361</td>
<td>Central - 13</td>
</tr>
<tr>
<td>South - 9412</td>
<td>South - 13</td>
</tr>
<tr>
<td>South Central - 9461</td>
<td>South Central - 13</td>
</tr>
<tr>
<td>Southeast - 8864</td>
<td>Southeast - 10</td>
</tr>
<tr>
<td>Southwest - 8628</td>
<td>Southwest – 11</td>
</tr>
</tbody>
</table>

#’s presented are three year average by census tract

6 JMV Pinwheel/9 PAT/3 NIP
Additional Plans

- This process will be reviewed annually to ensure:
  - continued appropriate alignment with volume of service requests/workload
  - Case type data disparities are identified and appropriate adjustments are made
- NIP Inspectors will be assigned to the district in which their assigned census tracts reside
- Historical/Conservation Districts will be addressed by the inspector assigned to the census tract
- Additional training will be provided for inspectors newly assigned to areas with historical or conservation districts
Proposed Realignment Accomplishments

- Expanded field operations within the department by adding two new districts
- Reduced geographical coverage areas of districts
- Decreased the number of census tracts overseen by individual district managers and inspectors
- Reallocated district caseloads more evenly
- Eliminated the district numerical sequence
- Established new identity renaming the districts
Remaining Tasks

- Quality Assurance group to coordinate with GIS/CIS to have the new district alignment uploaded into CRMS.
- Quality Assurance group to coordinate with GIS/CIS to have new GEO layer created to house Inspector areas.
- Determine staffing transfers. Minimize moves, wherever possible.
  - A skill-set assessment survey for inspectors was created to obtain input and assist in resource allocation.
Committee Members

- District Manager Ray Irvine, Chairman
- Inspector Neely Blackman
- Research Assistant Carlois Dedmon
- Inspector John Duncan
- District Manager Michael Oluborode
- Research Assistant Esmeralda Vasquez
- District Manager Faye Williams
- Manager Terrence Chaney